

# PRASS referral form

Please complete and fax it to Mirrabooka office on (08) 9440 0920.  
Please note: Client consent must be given prior to referral.

<b>Tenant</b> Name _____ Address _____ Tel Home _____ Work _____ Date of referral _____ Referral agency or real estate agency _____ (if applicable) _____ Contact _____ Tel _____		<b>Household members</b> Name _____ Age _____		<b>Reason for referral</b> _____ _____ _____ _____ _____ _____ _____ _____ _____
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*This form can be completed by tenant, real estate agent, Department for Child Protection or other agency*



**CENTRECARE**  
[www.centrecare.com.au](http://www.centrecare.com.au)  
 ABN 98 651 609 161

## about Centrecare

Centrecare is a not-for-profit organisation delivering quality professional counselling, support, mediation and training services.

### Perth

456 Hay Street, Perth WA 6000  
 (08) 9325 6644  
[enquiries@centrecare.com.au](mailto:enquiries@centrecare.com.au)

### Cannington

22 Pattie Street, Cannington WA 6107  
 (08) 9451 1100  
[cannington@centrecare.com.au](mailto:cannington@centrecare.com.au)

### Gosnells

2302-2308 Albany Highway  
 Gosnells WA Australia  
 (08) 9498 9200  
[gosnells@centrecare.com.au](mailto:gosnells@centrecare.com.au)

### Victoria Square

23 - 27 Victoria Square, Perth WA 6000  
 (08) 9288 2233  
[victoriasquare@centrecare.com.au](mailto:victoriasquare@centrecare.com.au)

### Esperance

Suite 1 & 3 Radio House  
 8-10 William Street, Esperance WA 6450  
 (08) 9083 2600  
[esperance@centrecare.com.au](mailto:esperance@centrecare.com.au)

### Goldfields

7-9 Dugan Street, Kalgoorlie WA 6430  
 (08) 9091 1833  
[goldfields@centrecare.com.au](mailto:goldfields@centrecare.com.au)

### Joondalup

First floor  
 85 Boas Avenue, Joondalup WA 6027  
 (08) 9300 7300  
[joondalup@centrecare.com.au](mailto:joondalup@centrecare.com.au)

### Lockridge

36 Arbon Way, Lockridge WA 6054  
 (08) 9378 2522  
[djooraminda@centrecare.com.au](mailto:djooraminda@centrecare.com.au)

### Midland

U15, 53 The Crescent (Cnr Sayer St), Midland WA 6056  
 (08) 9325 6644  
[enquiries@centrecare.com.au](mailto:enquiries@centrecare.com.au)

### Mirrabooka

12 Brewer Place, Mirrabooka WA 6061  
 (08) 9440 0400  
[mirrabooka@centrecare.com.au](mailto:mirrabooka@centrecare.com.au)

### Southwest

103 Clarke Street, Bunbury WA 6230  
 (08) 9721 5177  
[southwest@centrecare.com.au](mailto:southwest@centrecare.com.au)

Mencorp 4129Dn



**CENTRECARE**  
 "People Making Time for People"

# when

living in private  
 rental accommodation  
 becomes difficult


a Centrecare service  
 for people in private  
 rental accommodation



## **making contact**

For more information or to be referred, telephone the number below and ask to speak to the Community Case Worker for the Private Rental Advocacy and Support Service.

**Mirrabooka 9440 0400**



At times, living in private accommodation can be difficult and you may begin to experience problems which could affect your tenancy. If you answer yes to any of the following and live in the Northern or Eastern corridors of Perth, then Centrecare's Private Rental Advocacy and Support Service may be able to help you.

### **Are you:**

- facing eviction;
- behind in your rent;
- having trouble meeting real estate agency's property standards;
- regularly receiving breaches from your real estate agent;
- having difficulty speaking with your Property Manager;
- having problems with your neighbours;
- having neighbours complain about you;
- overcrowding your house;
- having problems with visitors;
- having visitors damage your house;
- feeling stressed because of any of the above?

If you answer "yes" to any of the above questions, then this service may be of help to you.

# **when... ...you wish to maintain your tenancy**

**Centrecare's Private Rental Advocacy and Support Service (PRASS)** helps tenants in privately rented accommodation meet their tenancy obligations and responsibilities. The service achieves this by providing:

- regular home visits to assist you in looking at difficulties with your tenancy;
- assistance and/or mediation with resolving conflict;
- assistance with budgeting;
- counselling for yourself, other family members and friends;
- support and information to maintain your tenancy;
- advocacy on your behalf with other agencies as necessary; and
- assistance with accessing other agencies.

It is possible your real estate agent or a government department has already suggested you take part in this program, or you may be interested in referring yourself. If you want to take part you can contact Centrecare directly or you can fax the referral form overleaf to Centrecare. You can also ask your Property Manager to refer you. A qualified Caseworker will support you in overcoming any problems with your tenancy.



***This service is funded by the Department for Child Protection.***

### ***Is this service private and confidential?***

Counselling is confidential and all counsellors are bound by our Commitment to Confidentiality and Oath or Affirmation of Secrecy for Family and Child Counsellor. However, confidentiality will be waived where there may be a threat to an individual's safety or if a serious crime or threat against another person is disclosed.

Centrecare is committed to ensuring that your information is protected and managed in accordance with the Privacy Act 1988 which sets out the standards for the way in which personal information must be handled. If you wish to access the information on your file, please ask the receptionist for the necessary form.

### ***Are the counsellors qualified?***

All our counsellors are professionally qualified and meet the requirements of the Family Law Act. They receive ongoing professional development and supervision.

### ***How do I provide feedback?***

Centrecare prides itself on providing high quality services. Your comments assist us in maintaining or improving that level of quality and fully meeting the needs of our clients. Recording your feedback is one of the best ways to help us understand what we do well and where we can improve.

If you have a suggestion, compliment or complaint, please complete the Feedback form which is available at the reception desk.

Alternatively, you may also wish to write or speak to the Manager at your branch.